

# Enterprise Incident Report Dec 2010

As of 1/3/2011

## Human Resource Management

### First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents

Bottom Number - First Contact Resolution

Customer Company	Low	Medium	FCR Total
Human Resource Management	62	1	63
	31	0	31
Customer Company Total	62	1	63
	31	0	31

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#### Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards.

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

**Top Number - Total Incidents**

**Bottom Number - Missed Initial Response**

Customer Company	Low	Medium	MIR Total
Human Resource Management	62 5	1 0	63 5
<b>Customer Company Total</b>	62 5	1 0	63 5

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#### Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards. Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Top Number - Total Incidents Bottom Number -Average time in hours		
	Low	Medium	ATTIR Total
Human Resource Management	62 0.29	1 0.00	63 0.28
Customer Company Total	62 0.29	1 0.00	63 0.28

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#### Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards.

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Top Number - Total Incidents		
	Bottom Number - Missed Resolution		
	Low	Medium	MR Total
Human Resource Management	62	1	63
	2	0	2
Customer Company Total	62	1	63
	2	0	2

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#### Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards.

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Top Number - Total Incidents Bottom Number - Average time in hours		
	Low	Medium	ATTR Total
Human Resource Management	62 3.68	1 0.43	63 3.63
Customer Company Total	62 3.68	1 0.43	63 3.63

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## Detail

<b>INC000000207291</b>	Mary Ann Davis Capitol Desktop Support	Print/Copy/Scan/Fax Brian Bintz	Incident Human Resource Management	None Low	Resolved	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.96 158.53
<b>INC000000225426</b>	Bart Olsen Capitol Desktop Support	PC/Laptop Brian Bintz	None Human Resource Management	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.28 1.12
<b>INC000000226901</b>	Paula Nelson Metro B Help Desk	Network Ron LeBaron	None Human Resource Management	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.58
<b>INC000000227075</b>	Dana Powers Metro B Desktop Support	Application Tom Hanson	Password Human Resource Management	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.20
<b>INC000000227193</b>	Michelle Campbell Metro A Desktop Support	None Robert Wall	None Human Resource Management	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.92
<b>INC000000227393</b>	Shannon Casias Capitol Desktop Support	Application Brian Bintz	Error Human Resource Management	PDF Complete Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.67 2.29
<b>INC000000227658</b>	Paula Nelson Metro B Help Desk	Network Janet Hongsyvilay	None Human Resource Management	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03
<b>INC000000227719</b>	Jamie Nagle Metro B Help Desk	Application Ron LeBaron	Error Human Resource Management	Adobe Reader Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.06 0.84
<b>INC000000227960</b>	John Golom Metro C Help Desk	None Ross Owen	None Human Resource Management	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000228402</b>	Sarah Tice Application Services	Application Eva Cornish	Error Human Resource Management	Novell GroupWise Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.57 1.57
<b>INC000000228732</b>	Sarah W Thomson Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Error Code Human Resource Management	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.71 0.71
<b>INC000000228766</b>	Carrie Stevenson Metro B Help Desk	Network Janet Hongsyvilay	None Human Resource Management	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.04
<b>INC000000228813</b>	Michelle Watts Metro D Help Desk	Network Jed Patrick	Incident Human Resource Management	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.47 31.55
<b>INC000000229389</b>	Terry Haywood Metro C Help Desk	Application Cindy Romrell	None Human Resource Management	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000229392</b>	Terry Haywood Metro C Help Desk	Application Cindy Romrell	None Human Resource Management	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000229696</b>	Gaye Betts Metro D Help Desk	Network Dusty Serr	None Human Resource Management	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.41 0.76

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<b>INC000000230184</b>	John Lamb	PC/Laptop	Virus	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	0.23
<b>INC000000230487</b>	Jamie Nagle	EIS Hardware	None	None		TIR Missed: No	TIR:	0.50
	Metro B Desktop Support	Michael Barth	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	0.50
<b>INC000000230684</b>	Carrie Stevenson	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	0.02
<b>INC000000230694</b>	Carrie Stevenson	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	0.02
<b>INC000000230944</b>	Linda Trujillo	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.10
	Help Desk	Vicky Marrelli	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	0.12
<b>INC000000231215</b>	Kim Diamond-Smith	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.12
	Metro B Help Desk	Janet Hongsyvilay	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	0.23
<b>INC000000231391</b>	John Golom	None	None	Microsoft Word		TIR Missed: No	TIR:	0.00
	Metro C Help Desk	Chuck Wilson	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	0.00
<b>INC000000231940</b>	Sandra Johnston	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	0.00
<b>INC000000231943</b>	Sandra Johnston	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	0.00
<b>INC000000231946</b>	Carrie Stevenson	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	0.00
<b>INC000000231948</b>	Carrie Stevenson	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	0.00
<b>INC000000231966</b>	Linda Barrow	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	0.03
<b>INC000000231989</b>	John Lamb	PC/Laptop	Error	None		TIR Missed: Yes	TIR:	1.24
	Rural Central Desktop Support	Jeremy Standifird	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	1.71
<b>INC000000232020</b>	Judith Price	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	0.00
<b>INC000000232785</b>	Jay Jensen	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	0.00
<b>INC000000232795</b>	Julie Preece	None	None	Internet Explorer		TIR Missed: Yes	TIR:	5.06
	Metro C Desktop Support	Karen Gross	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	5.06
<b>INC000000234096</b>	Larene Wyss	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR:	0.52
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	0.52

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## Human Resource Management

<b>INC000000234292</b>	Michelle Watts Metro D Help Desk	Network Dusty Serr	Password Human Resource Management	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000234439</b>	Bart Olsen Application Services	Application Tony Larsen	None Human Resource Management	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.69 1.79
<b>INC000000234582</b>	Carrie Stevenson Metro B Help Desk	Network Janet Hongsyvilay	None Human Resource Management	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.09
<b>INC000000234830</b>	Aubrey Garduno Metro D Desktop Support	Print/Copy/Scan/Fax Paul Gedge	Incident Human Resource Management	None Medium	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.43
<b>INC000000234910</b>	Angela Abbott Capitol Desktop Support	Application Scott Wunderlich	Error Human Resource Management	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.49 1.04
<b>INC000000235181</b>	Cindy Bane Metro B Desktop Support	Application Steve McCann	Password Human Resource Management	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000235674</b>	Kaye Crawford Metro B Help Desk	Application Ron LeBaron	None Human Resource Management	Adobe Reader Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.04 0.33
<b>INC000000235718</b>	Paul Edlefsen Metro B Help Desk	PC/Laptop Ron LeBaron	Hardware Human Resource Management	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.09
<b>INC000000235770</b>	Gaye Betts Metro D Help Desk	Network Dusty Serr	Error Human Resource Management	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.26 0.44
<b>INC000000235977</b>	Letty Debenham Capitol Desktop Support	Network Brian Bintz	Incident Human Resource Management	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.47 1.47
<b>INC000000236124</b>	Michelle Watts Metro D Help Desk	Network Dusty Serr	Password Human Resource Management	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000236209</b>	Rosanne Ricks Metro B Help Desk	Application Ron LeBaron	None Human Resource Management	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.05
<b>INC000000236235</b>	Aubrey Garduno Voice/Data/WAN Services	Telecom Spencer Blodgett	Hardware Human Resource Management	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.19 0.42
<b>INC000000236256</b>	Larene Wyss Application Services	None Tony Larsen	None Human Resource Management	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.04
<b>INC000000236583</b>	Terry Twitchell Metro B Desktop Support	Application Tom Hanson	None Human Resource Management	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.02 3.50
<b>INC000000237139</b>	Kris M Haslam Capitol Desktop Support	Network Brian Bintz	None Human Resource Management	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.05 3.07
<b>INC000000237460</b>	Carrie Stevenson Metro B Help Desk	Network Janet Hongsyvilay	None Human Resource Management	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02



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<b>INC000000237463</b>	Carrie Stevenson	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
Metro B Help Desk	Janet Hongsvilay	Human Resource Management	Low	Resolved	TTR Missed: No	TTR: 0.02
<b>INC000000237465</b>	Carrie Stevenson	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
Metro B Help Desk	Janet Hongsvilay	Human Resource Management	Low	Resolved	TTR Missed: No	TTR: 0.02
<b>INC000000237469</b>	Carrie Stevenson	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
Metro B Help Desk	Janet Hongsvilay	Human Resource Management	Low	Resolved	TTR Missed: No	TTR: 0.02
<b>INC000000237782</b>	Judy Christensen	Network	None	None	TIR Missed: No	TIR: 0.00
Metro C Help Desk	Reed Stohel	Human Resource Management	Low	Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000238219</b>	Glenn Parsons	Application	Error	Microsoft Office Word Viewer	TIR Missed: No	TIR: 0.39
Metro D Desktop Support	Denise Wardle	Human Resource Management	Low	Resolved	TTR Missed: No	TTR: 0.57
<b>INC000000238283</b>	Terry Haywood	Network	Error	None	TIR Missed: No	TIR: 0.00
Metro C Desktop Support	Brian Bobo	Human Resource Management	Low	Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000238324</b>	Michelle Watts	Application	Error	None	TIR Missed: No	TIR: 0.23
Metro D Desktop Support	Philip Henderson	Human Resource Management	Low	Resolved	TTR Missed: No	TTR: 1.46
<b>INC000000238329</b>	Michelle Campbell	None	None	None	TIR Missed: Yes	TIR: 1.14
Metro A Hosting	Keith Scholl	Human Resource Management	Low	Resolved	TTR Missed: No	TTR: 1.24
<b>INC000000238500</b>	Lyndrea Wheeler	Telecom	Voice Mail	Telephone	TIR Missed: No	TIR: 0.09
Voice Operations	Lois Schow	Human Resource Management	Low	Resolved	TTR Missed: No	TTR: 0.15
<b>INC000000238957</b>	Paula Nelson	Network	None	None	TIR Missed: No	TIR: 0.00
Metro B Help Desk	Ron LeBaron	Human Resource Management	Low	Resolved	TTR Missed: No	TTR: 0.03
<b>INC000000239032</b>	Michelle Matsuura	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.00
Metro B Desktop Support	Michael Barth	Human Resource Management	Low	Resolved	TTR Missed: No	TTR: 1.03
<b>INC000000239275</b>	Melissa Little	None	None	Novell GroupWise	TIR Missed: No	TIR: 0.00
Metro C Help Desk	Ross Owen	Human Resource Management	Low	Resolved	TTR Missed: No	TTR: 0.10
<b>INC000000239373</b>	Kim Diamond-Smith	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.00
Metro B Desktop Support	Michael Barth	Human Resource Management	Low	Resolved	TTR Missed: No	TTR: 1.71